



The State of New Hampshire
Department of Environmental Services



Michael P. Nolin
Commissioner

Mr. Walter Goodnow
Best Western
401 Winchester St.
Keene, New Hampshire 03431

LETTER OF DEFICIENCY
WMB PBF 03-43
December 22, 2003

Dear Mr. Goodnow:

The Department of Environmental Services, Water Division ("DES") is required by RSA 485-A:26 to operate a program to ensure the health and safety of the public when using public bathing facilities such as pools and spas. To implement this program, DES has adopted administrative rules Env-Ws 1101-1105 to specify the design, operation, and maintenance requirements for public bathing facilities. DES reviews applications for new public bathing facilities and also inspects and tests the water in existing public bathing facilities to ensure that applicable requirements are being met.

On December 3, 2003, DES inspected the pool at the Best Western, in Keene, NH ("the Pool").

During this inspection, the following deficiencies were noted:

Env-Ws 1103.15(c) requires a free residual chlorine concentration between 1.0 mg/L and 3.0 mg/L in public pool water. The free chlorine residual of the Pool water was 0.25 mg/L on December 3, 2003. A recommendation to close and super chlorinate the Pool was issued on December 3, 2003.

2. Env-Ws 1104.01 requires the operator to test public bathing facility water for disinfectant residual, pH, and temperature prior to use of a public bathing facility and every 4 hours during operation, to record test results on a dated daily log sheet, and to maintain operational records for the previous twelve months and make these records available to DES and patrons of the public bathing facility upon request. Written records were not up to date at the time of the inspection relative to the required testing of the Pool water. There were no written records for some days including weekend days.

A report outlining how compliance will be achieved with the cited deficiencies should be submitted to DES within 30 calendar days from receipt of this letter. The report should include a copy of two weeks of water quality test results for all facilities (please do not send originals).

DES personnel will conduct another inspection at a later date to determine whether you have come into, and are maintaining, full compliance with RSA 485-A:26 and Env-Ws 1101-1105. In the event that compliance is not achieved, DES may take further action, including seeking an administrative fine up to \$2,000 for each offense or referring the case to the NH Attorney General's Office for judicial action.

We appreciate your cooperation in this matter. Please contact Amy Wilson at (603) 271-7108 if you have any questions regarding this letter. Copies of Env-Ws 1101-1105 are available through the DES Public Information Center at (603) 271-2975 or via the Internet at <http://www.des.state.nh.us/pools/env1100.pdf>.

Sincerely,

Jody Connor
Limnology Center Director

Certified Mail # 700 1670 0000 0585 9909

cc: ✓ Mark Harbaugh, Enforcement Attorney, DES
Amy Wilson, Public Bathing Facility Coordinator, DES
Medard Kopycznski, Health Officer, Town of Keene

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